

SCOPE OF SERVICES- US EMBASSY PORT MORESBY

American Corner – Internet Research Center (IRC)

I. Introduction

The purpose of this document is to provide the standard ENM specifications and requirements when ordering the internet circuits from the local ISP (Internet Service Provider).

This internet circuit shall be high-end, professional grade service that differs from the residential, dial up service.

II. ENM VNET Specifications and Requirements

ENM requires dedicated (not shared or bundled) Internet Bandwidth, 24/7, “always-on” with unlimited usage. Fiber optic, terrestrial connectivity is preferred but not required. The local ISP access circuit to the American Corner must meet the following specifications/requirements for connectivity.

- Subnet static Public IP addresses, network mask, and default gateway IP address.
- ISP interface connectors: LC fiber connector (MM-multimode) – Gigabit interface (Preferred but not mandatory)
- ISP availability: "Always on"
- ISP connection: IPs must NOT repeat and NOT use Network Address Translation (NAT).
- ISP must permit all IP protocols (including but not limited to ICMP, UDP, TCP, and IPSEC) to transit without filters or proxies. Unfiltered access to the Internet is required without ISP firewall blocking or stateful inspection.
- ISP must permit installation of Customer VPN encryption devices on circuit.
- ISP must permit ping and trace route traffic from 169.252.0.0/16 and 169.253.0.0/16 to the ISP connection (LC fiber Gigabit MM router interface which terminates Customer VPN encryption device – preferred but not required).
- High quality performance, the following parameters in a vendor’s Service Level Agreement (SLA) should be used:
 - Packet Loss <=.5%
 - Availability of 98%.

III. Scope of Works/ Requirements

The Contractor shall complete all work, including furnishing all labor, material, equipment, and services, unless otherwise specified herein, required under this contract for stated services within the time specified herein. The price listed on the quote shall include all labor, materials, overhead, and profit. In consideration of satisfactory performance of all scheduled services required under this contract, the Contractor shall be paid a firm fixed prices for all services.

1. Bandwidth requirement- 5Mbps/20Mbps, 10Mbps/35Mbps or 5Mbps, 10Mbps symmetric with unlimited data
2. Install Satellite/ RF Equipment on the building roof
3. Exterior grade Cable routing from building roof to designated equipment room (estimated 20 m)
4. Install a 6RU cabinet to accommodate Modem/Switch/PoE
5. Customer equipment should NOT consist of the following (Huawei, ZTE)
6. Install UPS and back up power
7. Label all equipment and provide documentation to US Embassy IT Department
8. Provide public IP details to US Embassy IT Department- configuration should be done in house
9. Power up equipment, configuration and testing to be completed by US Embassy IT personnel in coordination with the vendor PoC/ Tech Team
10. Commission the service after successful testing